



Frequently Asked Questions (FAQs)

~~ For providers taking or registering for EIM/ESM educational events ~~

Registration

1. [*How do I register for an Instructor Led Training \(ILT\) course?*](#)
2. [*How do I register new staff to be trained with EIM/ESM?*](#)

Forgot Log-in ID, Password, and Link to PACE

1. [*If I have forgotten my Password or Log-in ID, how can I retrieve them?*](#)
2. [*I have forgotten the link to PACE, what is it?*](#)
3. [*I worked for one provider organization and completed EIM/ESM training but now I work for a different provider. Do I have to do the training all over again?*](#)

Course Information

1. [*How do I take a Computer Based Training \(CBT\) course?*](#)
2. [*Can I take a course again even though, I have already taken it?*](#)
3. [*How long does each course take to complete?*](#)
4. [*Do I have to complete a CBT training course in one sitting?*](#)
5. [*Where do I go to look at the courses I've completed?*](#)
6. [*Can I do the training from my home computer?*](#)

Personal Profile

1. [*My name has been misspelled or my organization is wrong in PACE. How do I fix that?*](#)

PACE

1. [*When I go into the PACE website it will not let me take the training, why is this?*](#)
2. [*Why do I get reminders from PACE to take courses I have completed?*](#)

Additional Help

1. [*Training and User Material*](#)
2. [*Contact Us*](#)

FAQ – Answers

Registration


1. How do I register for an Instructor Led Training (ILT) course?
 - To register for an ILT course, log into PACE and
 - Select **Student Learning Center**.
 - Click on **Course Catalog**
 - Search using the **Topics** drop down
 - Select **EIM/ESM** or if you know the course you are looking for you can type it into **Keywords** and then hit search.
 - Click on **the blue circle** next to the title of the course you wish to take
The sections available for that course will appear on the right.
 - Search for the date, location and time you wish to attend.
 - Click on **Enroll**, which appears next to the section number.



2. How do I take a Computer Based Training (CBT) course?
 - To begin a CBT course you should go to:
 - Your **Personal KC** (knowledge center)
 - Click on one of the courses listed
 - Check off where it says **“Take Course For Credit”**
 - Select **Take Course**
 - A window will pop up
 - Select the course again and begin taking it
3. How do I register new staff to be trained with EIM/ESM?
 - To register new staff you need to speak with your organization’s Access Administrator. They should submit a User Request Form (URF) to their Virtual Gateway Provider Access Lead (PAL).
 - After the PAL processes the URF, your information will be sent over to The Virtual Gateway Training Team.
 - You will be entered in PACE and will receive an invitation for training. The invitation will provide all the information they need to start your training.

[Return to Top](#)

Forgot Log-in ID, Password, and Link to PACE

1. If I have forgotten my Password or Log-in ID, how can I retrieve them?
 - On the Log-in page there are two links underneath where you put in your Log-in ID and Password.
 - If you have forgotten your password click on **Forgot Password**. This will send you your  password to your email.
 - If you have forgotten your Log-in ID select **Forgot Log-in ID**. This will also send you your Log-in ID to your email.
2. I have forgotten the link to PACE, what is it?
 - The link to PACE is:
<http://comasskeprod.mksi-lms.com/EOHHSnonhrcms>
If the link doesn’t work when you click on it try copy and pasting it into the internet browser.
3. I worked for one provider organization and completed EIM/ESM training but now I work for a different provider. Do I have to do the training all over again?
 - No, you do not have to do the training again. Your credit for those classes will transfer over with you to your new organization as long as you are working on the same type of contract or program.

[Return to Top](#)

Course Information

1. Where do I go to look at the courses I’ve completed?
 - To view the courses that you have completed:
 - Select **Personal KC** (knowledge center)
 - Click on the **My Portfolio** tab at the top of the page
 - Select **Transcript**
 - All of the courses that you have completed or started will appear
2. Can I take a course again even though, I have already taken it?
 - Yes, to take a refresher course:
 - Select **Student Learning Center**
 - Select **Course Catalog**
 - Select the **Topics** drop down
 - Search by **EIM/ESM**
 - Click on the link for the course you wish you wish to take



- Click 'Cancel' if you receive the "Would you like to return to the last visited location in this course?" message
- 3. How long does each course take to complete?
 - The time to complete each course varies depending on which course you are taking
- 4. Do I have to complete a CBT training course in one sitting?
 - No, you do not have to complete a CBT course in one sitting. You can exit the training course at any time. When you go back to complete the training course you will be prompted to either start the course from the beginning or continue where you left off.
- 5. Can I do the training from my home computer?
 - Yes, you can do the CBT training on any computer.

[Return to Top](#)

Personal Profile

1. My name has been misspelled or my organization is wrong in PACE. How do I fix that?
 - To fix a misspelled name you should contact The Virtual Gateway Training Team at 1-800-421-0938 select option 4 or you can send an email to virtualgatewaytraining@state.ma.us

[Return to Top](#)

PACE

1. When I go into the PACE website it will not let me take the training, why is this?
 - If Pace is not allowing you to do the training you should check the following:
 - Make sure your pop-up blocker is disabled
 - The PACE website is not compatible with FireFox. We recommend using Internet Explorer 6.0 or later
 - Call the training team if you continue to have problems
2. Why do I get reminders from PACE to take courses I have completed?
 - We suggest you check your Personal Knowledge Center (PKC) to ensure that all required courses have been completed (remember, you must reach the final "Congratulations" page in each course to receive credit for completing the course)
 - User that took instructor-led (classroom) training in the summer or fall of 2007 may receive a reminder to complete an online introductory course. If you have received your Virtual Gateway User ID and / or role, the it's likely the topics covered in the online courses was also covered in class and you can disregard the reminder.
 - Be sure to contact a training team member (contact information below) if you have any questions about your training status.

[Return to Top](#)

Additional Help

1. Click on any of the following links to access additional training and educational materials and training calendars:
 - [EIM/ESM Training Events \(Calendars and registration job aids\)](#)
 - [EIM Materials \(User Manuals and job aids\)](#)
 - [ESM Materials \(User Manuals and job aids\)](#)
2. Contact the Virtual Gateway Training Team
 - **Phone:** 1-800-421-0938 Select Option 4
 - **Email:** virtualgatewaytraining@state.ma.us
 - **Fax:** 1-617-988-3119

[Return to Top](#)